



HALIFAX HEALTH

Live your life well.

Respectful Maternal Care Team Engagement Promising Practices

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HALIFAX HEALTH

Respectful Maternity Care- Learn, define, commit, and implement respectful care for mothers and learn over time how well they are performing.

- Educate provider and staff about respectful maternity care and its components and strategies
- Develop a hospital commitment with providers and staff support
- Implement and use an ongoing respectful maternal care survey and other methods of maternal feed back to improve care

A blue-tinted portrait of Taylor Swift with her signature blonde hair, looking slightly to the side. The image is overlaid with white text.

We don't
need to share
the same
opinions as
others, but
we need to be
respectful.

TAYLOR SWIFT

What does engaging team members look like?



Meeting staff where they are at.....

- Monthly meetings with Providers, including segments promoted to Respectful Maternal Care
- In person education, emails, CBL's and CME's
- Daily Huddles with staff that promotes Respectful Maternal Care. Each week team members focus on essential behaviors that can improve a patient's experience. Examples of these behaviors can be providing patient privacy or communicating effectively. (eye contact, speaking at patient's level)
- Staff signing the FPQC – Respectful Maternal Care Commitment
- Continue with use of survey upon discharge
- Follow up phone calls are made to all patients, so we can assess on ways to improve our patients experience

S-Safety

C-Compassion

I-Image

E-Efficiency

SCIE: The Quality Measure we will begin focusing on this week is, “*During this stay, how often did nurses listen carefully to you?*” The two essential behaviors we will focus on are:

Body Language – Use Body Language that demonstrates careful listening, such as nodding, eye contact, and sitting down at the patient’s level.

Confirmation – Confirm that you understand what a patient is saying by using verbal cues, such as “I see” or “Okay” and by summarizing what that patient has said once finished. Use the following formula to convey understanding:

- *“I want to be sure I understand what you’re saying.”*
- *“Let me make sure I’m clear.”*
- *“Let’s talk about this so I can be sure I’m on the same page.”*
- *“Let’s talk more so I can be sure I know what your needs are.”*



Physician Engagement

- Monthly Multi-disciplinary Meetings with Respectful Maternal Care update
- CME on Respectful Maternal Care given to all Physicians to complete
- Resident Involvement
- MFC info from FPQC displayed in OB/GYN offices, who deliver within the system/QR code also displayed for survey on Respectful Maternal Care.

Exceptional Service · Every Encounter · Every Day · Everyone

- Follow up phone calls, and checking in with patients after discharge, has been a great opportunity for feedback and an opportunity to recognize staff in their achievements.
- Daily huddles give staff the opportunity to discuss positive behaviors brainstorm ideas that may enhance the Mother's experience.
- Staff is positively engaged in committing to the FPQC- Respectful Maternal Care Initiative



